

Terms of Service and General Privacy Policy

TERMS OF SERVICE AND GENERAL PRIVACY POLICY

MARTHA'S SAVVY ONLINE SOLUTIONS

TERMS OF SERVICE

We scan all incoming emails, files and discs for viruses. However, we will not open any unsolicited emails with attachments.

Final responsibility for proofreading errors in completed work (including manuscripts, dissertations) rests with the client. For clients who require assistance with this, a proof reading service is available.

We are not responsible for the end use of any document produced or edited by me. Clients are solely responsible for its appropriate use, including abiding by any copyright laws, plagiarism laws and publishing requirements. We are not responsible for the content of any document supplied to them. Clients should not pass off plagiarised material as their own original work. We will assume no responsibility for any plagiarised material supplied by a client, and we reserve the right to return the work should we become aware of such inappropriate use.

We retain the right to reject work for any client which involves material we find to be illegal or offensive.

Back-up copies of client files are kept for a period of 6 months only. After that time, they will be deleted, unless otherwise arranged as per your service agreement.

If we cannot provide a service, we may recommend other professionals who offer said service. Some partners may have their own terms and conditions which will be provided. The terms and conditions of a partner are in no way connected with those of Martha's Savvy Online Solutions, unless clearly stated.

HOURS OF BUSINESS

General office hours are 9am to 5pm Monday to Friday (GMT). However, Consultant will be happy to schedule a call or online meeting outside of these hours for International Clients, on evenings or weekends, with prior arrangement at a mutually agreed time.

PAYMENT AND REFUNDS

Payment is made in advance for all retainer hours purchased. For project-based purchases, payment is as follows:

50% in advance, 50% upon completion of project

In the event that the client has outstanding invoices, the charges shall accrue as follows:

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15 Days 10% interest fee to total amount owed. Consultant will cease all services and this agreement will be placed “on hold” until Client has paid Consultant total amount owed plus all applicable interest fees.

30 Days 15% interest fee to total amount owed.

An additional 15% is added to the total amount owed for each additional 15 days overdue.

Refunds are calculated as follows for retainer hours only:

During Month 1 Full refund

During Month 2 No refund, hours must be used during month 2

Month 3 No refund and retainer hours are lost

The above policy is in place as the hours, which have been purchased, are ‘held’ and not given to another client.

GENERAL PRIVACY POLICY

This privacy statement discloses the privacy practices for Martha’s Savvy Online Solutions (referred to as MSOS).

MSOS is the sole holder of the information collected on this site. MSOS will not sell, share, or rent this information to others in ways different from what is disclosed in this statement.

We want you to feel safe and secure when dealing with MSOS. MSOS sometimes partners with other parties to provide specific services or products. When the user signs up for these services, these parties are not allowed to use personally identifiable information except for the purpose of providing these services; however, MSOS does not have control over any third-party privacy practices.

This web site contains links to other sites. Please be aware that MSOS is not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave this site to read the privacy statements of each web site or company that collects personally identifiable information.

When working with businesses, often usernames and password are shared, however MSOS will not under any circumstances share this information with any 3rd party. If you have any questions regarding this policy, please contact support@marthassos.com